

**To:** Kassia Krozser  
**Date:** Microsoft ATR  
**Subject:** 11/16/01 10:00am  
Microsoft Settlement

Dear Department of Justice,

I am writing to express my unhappiness with your recent settlement of the Microsoft case. As a consumer, I am no better off than I was before. In fact, I am in worse shape. I no longer have any choice if I wish to purchase a personal computer (which is why I'm certain my next computer purchase will be a Mac) -- I must buy the Microsoft operating system, preinstalled with Microsoft software. If I wish to continue using the software I prefer, I must uninstall all the Microsoft junk and install my own preferences.

This lack of choice is inherently unfair to consumers. If we wish to purchase a brand name machine, we are stuck with the deals struck by Microsoft. It would be preferable to purchase a machine with the operating system installed and allowing the consumer to make the decisions regarding software. Otherwise, I get the privilege of going to the additional expense of acquiring software I don't want or need -- it's bad enough that consumers are being locked into an operating system that all but guarantees they'll be charge for upgrades they may not need.

It is this lack of competition and choice that offends me about this settlement. The consumer has been discounted, the other software vendors have been discounted, and Microsoft continues to do business as usual. I am truly unsure about how this settlement reflects the findings of the court.

A future Mac customer,

Kassia Krozser

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